

STANDARD PROCEDURE		PAGE: 1 OF 2	
ISSUED BY: INFORMATION MANAGEMENT			
EFFECTIVE DATE: 5/ 21/96			
PROCEDURE # 10.2			
SUBJECT: CABINET POLICY ON NETWORK SERVICES			
DISTRIBUTION A,B,C		CONTACT:	Branch Manager - Network Services
CODE:			
		Station:	#25
		Phone:	4-1480

I. POLICY

It is the policy of Kentucky Revenue Cabinet (KRC) management and the Division of Information Systems Resources (DISR) to provide efficient services in addressing problems arising in the computer network. In an effort to improve communications, reduce down time, and to help track outstanding requests, the Department of Administrative Services has established new procedures for requesting assistance from the Network Services Section.

II. PROCEDURES

A. Designate a Contact

Each division must designate a primary contact and a backup who will serve as the point of contact for requests for services and any follow-up that may be required. The names of the division contacts shall be provided to the Manager of the Systems Support Branch at 564-1480.

B. Request for Assistance

A problem or request for assistance should be reported to the designated contact. The contact will send an E-Mail to Network Services Section requesting assistance. The E-Mail should be sent to the group "Network Services" which has been established on the Inherit file service Post Office. (NOTE: The E-Mail will serve as a work order.)

C. Response to Request

The Network Services Section will respond to the request by phone, in person, or by E-Mail within one (1) hour of receipt.

D. Update Status of Service Request

Network Services will update the status of the request via E-Mail. The update will be provided to the employee(s) experiencing the problem and the designated contact.

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E. Completion of Services

The Network Services Section will provide to the designated contact a brief description of the problem and the solution, via E-Mail, when service is complete. The designated contact may be asked to sign a copy of the work order. This will help ensure that the requested services have been completed to the satisfaction of the user(s). However, not all problems reported to Network Services require this level of documentation (i.e. computer unplugged, computer monitor not turned on, not logged into network, user forgot password). These types of problems do not need to be logged nor is the designated contact person required to sign off on them.

NOTE: The completed work orders will be kept in the Network Services Section for six (6) months. They will be used to determine what can be done by the KRC to improve network services.

III. EMERGENCIES

To request EMERGENCY NETWORK ASSISTANCE, please call the Network Services Section at 564-5101 or 564-4085. The Network Services Section will create an E-Mail that contains the proper information for tracking the problem and forward it the employee(s) experiencing the problem and the designated contact.

NO STANDARD PROCEDURE MAY BE REVISED BY ADDENDUM, MEMORANDUM OR ANY OTHER MEANS OTHER THAN THOSE SET OUT IN STANDARD PROCEDURE # 1.1 ENTITLED " CREATION, REVISION AND RESCISSION OF KRC POLICIES AND PROCEDURES"

DISTRIBUTION CODES:

A. Senior Management	B. Division Directors	C. Branch Managers\Supervisors
D. Cabinet Personnel	E. Division Personnel	F. Branch Personnel
